

Vacancy Announcement

Management Analyst GS-0343-13

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Announcement Number: NW0343

Date Opens: NOW

Date Closes: 02 May 2004

**Location: Bureau of Medicine and Surgery
Medical Operations Support
MTF and Beneficiary Support
2300 E Street NW
Washington, DC**

Area Of Consideration: BUMED

About Us: This position is located in the Customer Loyalty and Support Directorate of the Office of Knowledge Management. BUMED is responsible for ensuring Naval Medicine provides high quality health care services and administration to approximately 700,000 active duty Navy and Marine Corps members, along with the other Uniformed Services, to over 8.9 million active duty family members and retirees around the world.

About the Job: This position supports BUMED in the direction, development, coordination, management and representation of the Surgeon General-directed Customer Loyalty and Support programs throughout Department of Defense (DoD) and Naval Medicine. This position appropriately represents Naval Medicine at DoD agencies regarding these programs and beneficiary satisfaction with the Military Healthcare System (MHS). The goal of this position is development and operationalizing a program that will enhance the quality of services surrounding the provider-patient relationship, retain patients within the direct care setting (MTFs) and reclaim or recruit additional customers to Naval healthcare facilities. Special emphasis on engagement of Naval Medicine leadership in the Customer Relations culture and the development and promulgation of customer / beneficiary driven policies and practices throughout the commands' processes and beneficiary encounters. In addition, the incumbent would serve as a senior Naval Medicine Representative at OASD (HA) and the TRICARE Management Activity and other internal and external agencies.

Duties of the position include but are not limited to serving as a principal advisor and consultant to the Surgeon General, Naval Medicine, the BUMED Flag Executive Steering Committee, BUMED Chief of Staff, BUMED Deputy Chiefs of Staff, and the Medical Officer of the Marine Corps on Naval Medicine's Customer Loyalty and Support Program. Incumbent serves in a key leadership role as external spokesperson for Naval Medicine's Customer Relations program, its products, and Naval Medicine's Customer Relations performance and progress. Represents Naval Medicine at DoD and other Federal Agencies in the design, development and dissemination of Customer Relations policies, requirements, programs or ventures targeting DoD beneficiaries. Serves as the Naval Medicine Customer Relations Consultant at OASD (HA) and the TRICARE Management Activity. Provides input to the Naval Medicine Survey Program representative for developing, testing, implementing, analyzing, assessing, improving, and maintaining in-house and commercial surveys that assess TRICARE beneficiaries on healthcare, customer relations, clinical and business programs, and other services rendered. Ensures Naval Medicine Customer Relations requirements are well-outlined to the Naval Medicine Survey Program Representative for inclusion in final designs of commercial, contracted and MHS-developed surveys

Serves as Naval Medicine's Customer Relations committee chair comprised of worldwide representation of direct care settings and Fleet/Marine Corps medical settings. Develops and maintains the Customer Relations website. Develops and continuously enhances a useful, comprehensive, easy-to-navigate, applicable professional toolkit for use by Naval Medicine staff involved in the delivery of customer service and healthcare to MHS beneficiaries. Assesses the customer relations' program capabilities and educational needs of Naval Medicine in regards to beneficiaries' impressions, customer service, customer service recovery, loyalty management and market development. Supervises up to six military, Federal and contract staff within the Directorate, ensuring professional and comparative quality programs and products are produced and sustained in a timely manner and that Naval Medicine's Customer

Travel May Be Required

Secret Clearance Required

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